DMDC Overview

August 2012

Overview

- Vision
- Mission & Strategic Goals
- Core Values
- Organizational Structure
- Customers & Business Lines

Vision

DMDC - Serving those who serve our country with the RIGHT Information, at the RIGHT Time, to the RIGHT People, for the RIGHT Decisions.

✓ **RIGHT** Information
(e.g. Data, Knowledge, Solution, accurate, *complete, usable, and reliable)*

✓ At the **RIGHT** Time
(e.g. 24X7X365, no maintenance window, global, work, home, mobile, any
device, classified or unclassified)

✓ To the **RIGHT** People
(e.g. Office of the Secretary of Defense (OSD), Members & their families,
Combatant Commanders (COCOMs), Services)

✓ For the **RIGHT** Decisions

Mission

DMDC is the DoD's source for enterprise human resource information, providing secure services and solutions to support the Department's mission.

Strategic Goals

1. Promote DMDC's core values in everything we do
2. Be the leader in joint information sharing and decision support on DoD human resource issues
3. Be the central source to identify, authenticate, authorize and provide information on personnel during and after their affiliation with DoD
4. Be the one, central access point for information and assistance on DoD entitlements, benefits and medical readiness for uniformed Service members, veterans & their families

Core Values

Built on a Solid Foundation

- Do the right thing – Do things right
- Extraordinary customer service
- Agile, quick, creative, and responsive
- Employer & Partner of Choice
- Success through Teamwork
- Respect privacy and security - secure information sharing

Organizational Structure

DHRA

Under Secretary of Defense
(Personnel & Readiness)

Director
Defense Human Resource Activity

DMDC

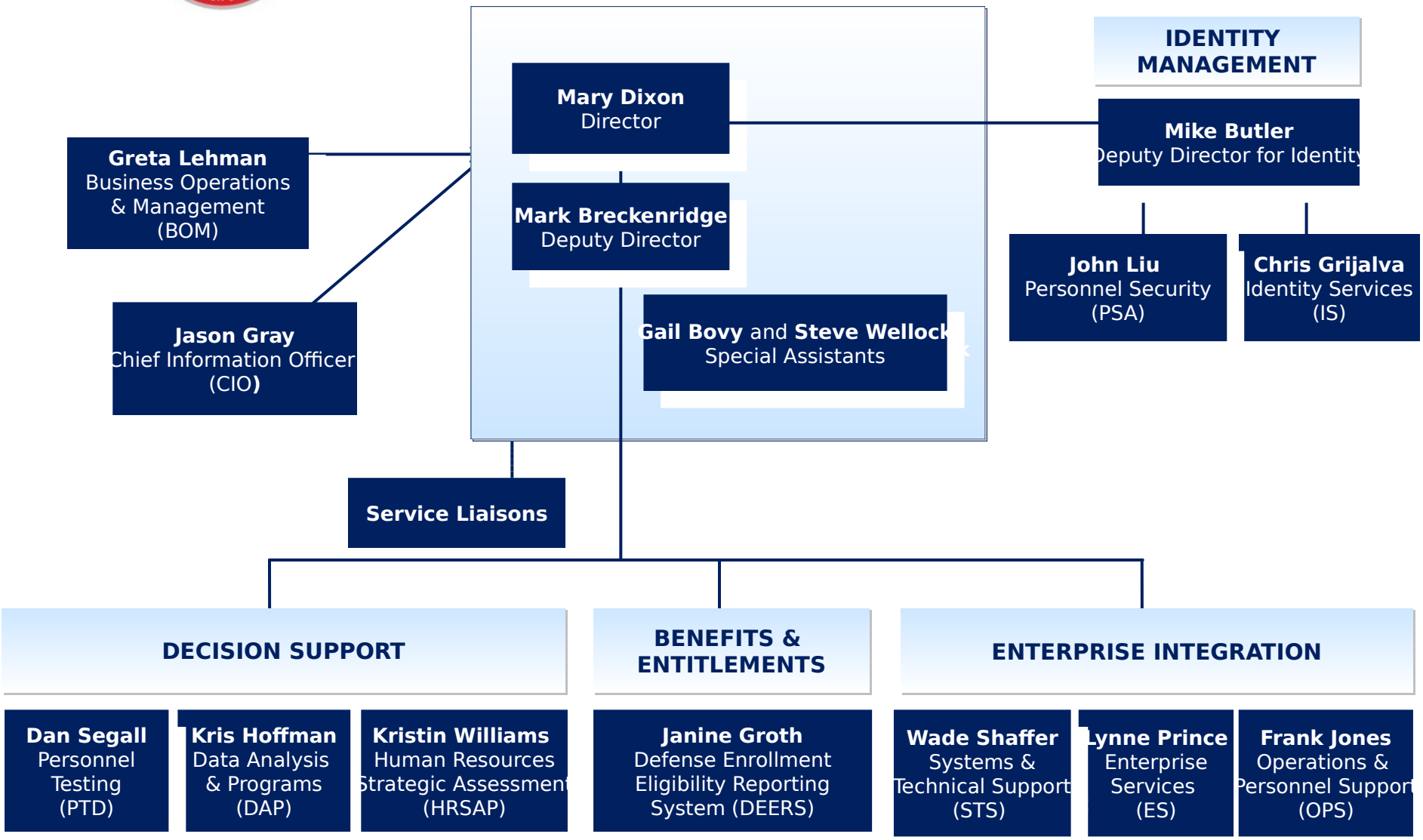
Mary Dixon
Director

Mark Breckenridge
Deputy Director

DMDC Office Locations

- Washington, DC - Mark Ce
- Seaside, CA
- Boyers, PA
- South Korea
- Germany
- SW Asia

DMDC Organizational Chart



Customers

Who receives DMDC's products & services?

- OSD
- Combatant Commands
- All Uniformed Services
- Other govt departments & agencies (Transportation, DVA, DHS, Labor, SSA, etc.)
- Congress, OMB, CBO
- Research organizations (RAND, CNA)
- Families of Service members
- ASD (Health Affairs) & TMA
- Department of Veterans Affairs
- Centers for Medicare & Medicaid Services
- DoD world-wide Enterprise

DMDC Service Oriented Architecture

USINESS LINES

Decision Support

Enterprise Integration

Entitlements, Benefits & Readiness Reporting

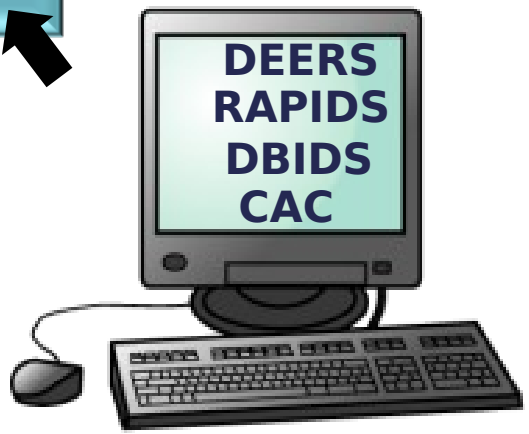
Personnel Identification,

Validation & Authentication

PDR
Person Data Repository

rrent and Historic Core Elements

Personnel Files
Active Duty, Guard & Reserve, Civilians, Retirees, Contractors, VA, Pay, SSA, Medicare, etc.



Operational

Note: Most think of the PDR as DEERS

Decision Support

Providing empirical data for better decision-making

- Total Force Accounting for informed strategic choices and policy analysis -- supporting the Combatant Commanders, Joint Staff, and OSD
- Websites for both private and public sectors
- Transforms data into web-based capabilities
- Disaster support
- DoD-wide personnel surveys and large-scale cognitive testing

Decision Support

Supporting the Combatant commands – in highly distributed gl

- Securely share reliable, accurate personnel information - Integrated information for quick and decisive action
- Generate a daily automated JPERSTAT for the CENTCOM AOR
- Maintain the Contingency Tracking System (CTS) which tracks the deployments and activations
- Unit deployment and availability reporting
- Guard & Reserve activation and deployment reporting
- World-wide military casualty
- Proximity and Web services to data to the medical community for tracking exposures
- Personnel tempo and sustaining the force initiatives
- Retention/attrition/accession quality and numbers
- Certification of active duty job skills/ experience for post service employment
- Processing of military funeral honors requests via phone and the web
- Personnel locator for foreign language skills
- Guard & Reserve civilian skills

Decision Support

Serving both DoD and public customers

Procurement

- Track 2.2M members who served in over 3.6M deployment events by end FY10
- Develop dwell-time reports for units being considered for another deployment
- Monitor use of the force over time by occupation and various demographics

Military Casualties

- Extensive OEF/OIF/ONE casualty reporting
- Vietnam Conflict casualty module – add names to the “Wall”
- Maintain Korean War casualty module
- All worldwide “military” deaths since 1980

Workforce

- Official military & civilian strengths by Component, back to 1789
- Reporting worldwide strength by country

Decision Support

Transforms data into web-based capabilities improving effectiv

Staffing levels & demographics...

Combatant command personnel tracking systems

- Identifies people by name, unit, country assigned

People finders...

Automated Linguist Finder

- Enables combatant commanders to locate people with the right foreign language skills

Activity locators...

RAPIDS Site Locator

- Helps Service members find the nearest identification card issuance office

Personnel services...

Immunization Compliance

- Validates medical readiness of troops prior

Military entitlements...

Family Subsistence Supplemental Allowance Program

- A tool for Service members to determine eligibility for additional allowances

DoD Information...

Enterprise Beneficiary Portal

- Provides Service members and their designated family members with a view of their medical, dental, and educational benefits and entitlements

Decision Support

Disaster Support gives Combatant Commanders visibility as people move through the evacuation pipeline

NTS & ETAS

Identify and Track

- Identifies and tracks evacuees as they move from the evacuation site to U.S. repatriation centers
- Gives Combatant Commanders ability to track location of evacuees by generating reports in response to queries

ARRS

Reporting

- Identify and track the CONUS movements of evacuees from U.S. repatriation centers to their homes of record
- Other agencies can access the database to provide aid and support to repatriates

Personnel Accountability

Baseline Verification

- Identifies the Service members, retirees, DoD civilians, contractors, and their family members residing within the area of a natural disaster or emergency
- Provides daily updates to the Joint Staff of individuals accounted for and their relative status (e.g., safe haven)

Supporting Homeland Defense in disasters, such as Katrina and CA wildfires.

Decision Support

Large-scale cognitive tests help put the right people in the right jobs

World's First & Largest High Stakes Computerized Adaptive Testing

- Armed Services Vocational Aptitude Battery (ASVAB) - Select and classify 500K applicants
- Computer Adaptive Test (CAT) first used in 1990 - Over 2.5 million applicants tested
- ASVAB Career Exploration Program leverages ASVAB results for high school, post-secondary students, career planning

Answering the Need for People Proficient in Foreign Languages

- Delivered Web-based Defense Language Proficiency Tests covering 54 languages
  - Includes reading and listening proficiency tests
  - Centrally scored and managed by DMDC

…with Tangible Benefits

- Shorter tests with reduced testing time
- Improved test score accuracy, improving quality of workforce
- More efficient test development and delivery and better test security
- Increases human intelligence resource capabilities, improving language and cultural awareness
- Develops a greater understanding of emerging powers and how they approach choices

Decision Support

DoD-wide personnel surveys to measure policy decisions

One of the World's Largest Personnel Survey Programs

- 21 surveys developed and fielded to over 1M people in the past year
- Primarily web-based
- Average turnaround time ranges from 4 to 12 weeks

How Does it help?

- Provides empirical data quickly to senior Pentagon leaders for more timely and informed policy decisions
- Highlights hot button items, e.g., recent deployments, retention intentions
- Tracks attitudes & opinions, such as proposed changes to Montgomery GI Bill
- Provides Congressional reporting and studies on sexual harassment, discrimination, predatory lending, and DoD Civilians
- Incorporates results into funding formula requests, e.g., amount for military spouses for education and training

Entitlements, Benefits & Readiness Reporting

Right benefits, to the Right people, at the Right time

24 hours/day, 7 days/week, 365 days of the year

- Links personnel and medical communities
- Critical to delivery of benefits and entitlements in multiple business areas including health, education, life insurance, commissary, exchange, and Morale, Welfare & Recreation (MWR)
- Crucial in transformation of the Military Healthcare System (MHS) and seamless transition to the VA
- Serves as backbone of customer service and outreach
- Supports readiness and enrollment reporting

Entitlements, Benefits & Readiness Reporting

Links personnel and medical communities

PDR provides information on 43 million people, including:

- Uniformed Services
- Retirees
- Medal of Honor Recipients
- ROTC
- Wounded, Ill and Injured
- Disabled American Veterans
- DoD and Non-DoD Civilians
- Contractors & Non-Appropriated Funded
- Foreign Military
- Family Members
- Veterans
- Patients

Entitlements, Benefits & Readiness Reporting

Links Personnel and Medical Communities… Continued

- DEERS automates ‘rules-based’ benefit determination providing quick response to legislative, policy, and program changes
- Ability to provide current personnel and demographic data as well as education, life insurance, facilities and medical eligibility data to beneficiaries & operators
- Foundation for DoD ID card benefit and issuance
- DEERS serves as the source of eligibility for benefits & entitlements in Title 10 Chap 55, “Medical and Dental Care” & DoD Instruction 1000.13, “Identification (ID) Cards for Members of the Uniformed Services, Their Dependents, and Other Eligible Individuals”
- Reduce fraud and misuse of benefits

Entitlements, Benefits & Readiness Reporting

DEERS is critical to delivery of benefits and entitlements to multiple business areas

Military Healthcare System (MHS)

- Civilian Health Care
- Direct Health Care

Facilities

- Morale, Welfare and Recrea
- Commissary
- Exchange

Veterans Administratio

- Education
- CHAMPVA
- Priority Health Care Services (i.e Wounded, Ill, Injured)
- Service Members Group Life Insurance (SGLI), Family SG

Entitlements, Benefits & Readiness Reporting

Crucial in transformation of the MHS and seamless transition to the VA

- **Over 22 applications and 25 interfaces to hundreds of MHS Systems** - creation/maintenance of these applications provide seamless, portable benefits to our military, retirees, and their families
- **Enable DoD e-business via myDoDBenefits and eBenefits** - view DEERS record, maintain TRICARE Prime enrollments, update address
- **Support DoD/VA Joint Strategic Plan** - continue to support/maintain ongoing DoD/VA data share, serve as source for patient identity and registry for joint DoD/VA clinics

Entitlements, Benefits & Readiness Reporting

Serve as backbone of customer support and outreach

- Reinforce the Department's goal of a lifetime relationship with the entire DoD family*
- Beneficiary Self-Service capacity
- Customer Care Teams for exceptional concerns or issues

- Mobile verification teams visit locations such as the Philippines
- Respond to and resolve issues reported by application users
- Educate the TRICARE-eligible population, e.g., Medicare and prescription drugs
- Rapidly respond to Congressionally mandated changes
- 60,000 calls per month
- 7.1M letters annually – CoCC, PCM changes, enrollment cards & disenrollment, ad-hoc as requested
- Outreach to beneficiaries celebrating significant birthdays: 21, 23, 65

*** 1.47M Active Duty, 1.3M Reserve/Guard, 2.1M Retirees, 4.1M family members**

Entitlements, Benefits & Readiness Reporting

Support readiness and enrollment reporting

- Immunizations – Central repository of immunizations for all Services, shots given/shots due e.g., anthrax, small pox
- DNA – Index of DNA samples available at Armed Forces Institute of Pathology
- Panographs – Index, store and retrieve
- Enrollment Reporting – aggregate information regarding enrollments/ disenrollments to aid in research & analysis done by TMA representatives, TRICARE Regional Offices, Military Services and Treatment Facilities
- Language Skills – Reading, writing, and speaking by location and clearance level
- Automated Tumor Registry (ACTUR) – central registry provides uniformed Services medical treatment facilities (MTFs) with the capability to compile, track, and report cancer data on DoD

Personnel Identification, Validation & Authentication

Why Is Identity Important?

What It Is and What It Does…

- Knowing who you are and binding it to a credential
- Making sure that the right people get access
- Making sure the wrong people don't
- Improving efficiency, enabling business farther away and more secure

Personnel Identification, Validation & Authentication

How Does This Impact Day-to-Day Activities?

- DoD personnel use the CAC in their daily lives
  - >93% of DoD personnel access computers using CAC Log On
  - No more carrying multiple ID cards for access to facilities
  - Easy, unencumbered access to DoD systems and applications (don't have to log in every time you go to a new site)
  - Sign & Encr[illegible]k can be done remotely
  - Going to ex[illegible]s, and recreation facilities
  - More secure[illegible]minating paper in the process

Personnel Identification, Validation & Authentication

Will We Rise to the Occasion?

- Government
  - HSPD-12 and updated direction
  - Cyberspace Policy Review (May 2009)
  - National Strategy for Secure Internet Connections (NSTIC)
- Partners
  - PIV(I) endorsement by government
    - Northrop Grumman and Booze Allen Employee Cards
- Industry
  - PIV(I) possibilities on ‘appliances’ and non-smartcard form factors
  - Symantec buys VeriSign Personal Authentication Business ($1.2B in cash)
  - Cell providers have all acquired identity arms in past six months

Personnel Identification, Validation & Authentication

We Understand It's Important – This is What We Do with It…

- Access to benefits
- Healthcare, MWR, etc.
- Physical Access
- Buildings, offices, bases, etc.
- Secure single sign on to DoD networ
  - No more username/password
  - More secure & more convenient
  - Access DoD secure websites regardless of where you are
- Transforming DoD Business
  - Digital signatures for everything from time cards to travel requests
  - Eliminate paper in routine processes – Accounting for

Personnel Identification, Validation & Authentication

Solving Unique Problems & Improving Efficiency

- DMDC helped Components avoid work delays during the Base Realignment and Closure (BRAC) by providing > 5,000 DoD employees and contractors new CACs in advance.
- Through the Central Issuance Facility (CIF), DMDC provides tens of thousands of new recruits CACs every year. Information is collected from >100 enlistment locations; CACs are produced centrally and sent to 9 basic training locations within 72 hours.

Personnel Identification, Validation & Authentication

Serving Unique Populations & Those Who Serve

- DMDC provides CACs to wounded Service members overseas who can't get to an issuance facility and may not be able to provide information, biometrics or photograph. Security is maintained by limiting the capability of the CAC, but Service members are able to access the benefits they need.
- The Korean Service Corps is a group of non-DoD personnel (in Korea) who are covered by the Geneva Conventions because of what they do for the DoD. DMDC provides them with CACs so they can serve on behalf of the United States and be accorded the appropriate protections of the Geneva Conventions.

Personnel Identification, Validation & Authentication

How is it used?

- DMDC manages records on 38M DoD Service members, employees, contractors, retirees and family members
- DMDC provides appropriate access to these records to all of the DoD as necessary for DoD business
- By providing access to this data, most DoD systems do not need to dupl making the data more accur
- Dependent & Retiree Populat
  - Service to the Family
  - Process Automation

Country

Personnel Identification, Validation & Authentication

Defining Base Access

Identity

Business Process Examples

Benefits

(Anchor Identity, Keep, Use in All Applications)

Scope of Identity

Personnel

- Personnel Assurance
- Force Protection
- GFM (Assignment)

Authentication

- ID Cards
- DSLogon
- PKI Certificates
- Validation
- Revocations

Clinical Records

- Patient Identity
- National Health Information Network
- Identity in Theater

DoD Person Identity
DoD EPI DI

Access Control

- ABAC
- PACS Support
- WEB Access
- Registry/Directory Services
- Continuous Vetting

Location

- SPOT
- PARS
- JPARS
- DTS

Contact

- Email Address
- Phone Numbers
- Home Address
- Duty Address

Personnel Identification, Validation & Authentication

How Can We Help You?

- Serving our customers - Helping them do their jobs more effectively and more efficiently
- Success Through Teamwork - DMDC is only one piece, collaborating with many other organizations within the DoD to ensure that the needs of the Department are met
- Beyond the DoD - Working with other Federal agencies and business partners to work toward interoperable capabilities and innovative solutions

Privacy and Information Assurance

Securing and protecting personal identity information

Creating a Culture of Privacy

- Passionate about rapid electronic authentication
- Why, Where, How, Who, and What?
- Reduction in use of SSNs -- leveraging backend database

DMDC by the Numbers

1	Ranked number one by customers among 58 DoD agencies and business lines, in demand for, and recognition of, the continued need for our products and services
22	Worldwide awards won by DMDC
230	Current and historical databases, Websites, and programs
2,300	Stations at 1,600 worldwide locations where ID cards are issued
1 million	Active/Guard/Reserve Component members, their family members, DoD civilians and Service Academy students surveyed by DMDC over the past year
2.8 million	Common Access (smart) ID Cards issued by DMDC in the last year
4 million	Military applicants who have taken the computer-adaptive version of the Armed Services Vocational Aptitude Battery exam since 1990
5 million	Transactions per day to verify identity, benefits, and entitlements
35 million	Personnel records in DMDC's Person Data Repository

Serving Those Who Serve Our Country